

Assessors' Quarterly Report to the City Council  
Beginning October 1, 2021 – December 31, 2021  
**"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"**

**Second Quarter**

The Assessor's office remains open to the public, with normal business hours. We are continuing to do as much business as possible electronically due to the Covid-19 pandemic. The second quarter is by far the busiest quarter for our department, as we ready for the filing of the 2021 Grand list at the end of January 2022.

- Exemptions – Most of our exemption applications are due either October 1<sup>st</sup> or November 1<sup>st</sup> and need to be reviewed, processed and entered into the applicable programs or spreadsheets.
- Real Estate – New owner transfers are finalized through the October 1<sup>st</sup> date for the Grand List. Field inspections for all building permits are being done and updated assessments are being prepared. Enterprise zone and assessment deferral properties are researched and updated exemptions are applied. We continue to serve many attorneys, title searchers, and real estate appraisers with property record cards and maps via email as well as in person.
- Personal Property – Personal property declarations for 1869 accounts are being checked for completeness, compared to last year, data entered and valued. To date we have completed about 80% of this process.
- Supplemental Motor Vehicle – Our supplemental list came in from the Connecticut Department of Motor Vehicles for pricing and processing in late October. We had 7,212 vehicles to review, price and apply any remaining exemptions. The supplemental list was completed in early December and tax bills were mailed by December 18<sup>th</sup>.
- Motor Vehicle – The motor vehicle list was issued by the Connecticut Department of Motor Vehicles in early December and consisted of 28,000 motor vehicles this year. We must review, price and apply exemptions to this list as well. To date we have completed 90% of this process.
- Court Appeals – Of the 61 tax appeals filed to date on the 2018 revaluation values we have 7 appeals outstanding. In the second quarter, we have had three pretrial hearings before the court and settlement was reached on two properties.
- Exempt Organizations – This year is the quadrennial filing year for any exempt organizations. Every 4 years all organizations seeking exempt status must file their tax-exempt organization application with the Assessor. These applications needed to be filed before November 1<sup>st</sup> or with extension December 31<sup>st</sup>. We have researched and made decisions on over 300 applications for tax-exempt property in the City.
- Mapping – Continuing to research and fix mapping problems brought to our attention daily. As well as updating our maps based on recorded surveys and deeds.
- 2021 Grand List – I am hopeful that we will file our Grand list before January 31<sup>st</sup> and on time this year.

William M Lee, CCMA II  
Assessor

# Department of the City Clerk

This department performs numerous duties the chart below tracks the majority of revenue. Below you will find some additional information on some of the duties that are not mainly tracked based on revenue through the cashing system, but are definite integral parts of this Departments work flow. (These figures are based on the first quarter of 2021 (10/1/2021 to 12/31/2021).

Land Record Subscriptions –63= \$5,280.00

Phone Vital requests – 151@ \$27. = \$4,077.00

Legal Notices Published - 4

Claims, Summons and Fire Loss Claims –12

Trade Names – 34 @ \$10. = \$3,400.00

Liquor Permits – 14@ \$20. = \$280.00

Genealogy Requests –26 (average 1.5 hour each)

FOI Requests (Freedom of Information) - 18

Justice of the Peace Appointments - 96

Cremation & Burial Permits – 256 @ \$5. = \$1,280.00

Absentee Ballots – 636

Agendas and Minutes – 264

Paternity/Adoption Records – 91 (average 1 hour each)

Scanned/Printed/Verified/Mailed Back - Land Records – 26 Books @ 350 pages each (average 11 hours per book)

Description	Date Range 10/1/2020 – 12/31/2020	Date Range 10/1/2021 – 12/31/2021	Fiscal Year 7/1/2019 – 12/31/2020	Fiscal Year 7/1/2020 – 12/31/2021
Recorded Land Records	1,385	2,039	6,081	6,096
Dog Licenses	233	66	1,470	1,162
Fish & Game Licenses	213	10	224	153
Notarized Documents	4	58	471	26
Local Conveyance Tax	230	234	923	961
Vitals- Birth/Marr/Deaths	589	437	3,605	3,381
*Customer Counts	*2654	*2901	*14744	*14358
Total Local Conveyance Tax	195,846.72	231,839.00	960,194.63	1,498,697.00
Total State Conveyance Tax	302,473.75	339,748.00	1,522,585.60	2,272,076.00
Town Doc Preservation	2,961.00	6,714.00	14,520.00	39,996.00
State Doc Preservation	43,428.00	49,016.00	212,960.00	293,304.00
Town General Fund Fees	12,642.00	15,497.00	38,395.00	88,069.00
State Treasurer Fees	33,786.00	42,793.00	123,138.00	245,036.00
Town Fish & Game Licenses	57.00	14.00	687.00	194.00
State Fish & Game Licenses	517.00	367.00	6,190.00	4,899.00
Town Marriage Surcharge	1,200.00	752.00	4,832.00	5,488.00
State Marriage Surcharge	2,550.00	1,598.00	10,268.00	11,662.00
State Totals	382,754.75	405,027.00	1,875,141.60	2,826,977.00
Town Totals	212,706.72	254,816.00	1,018,628.63	1,632,444.00
Combined State & Town Totals	595,461.47	659,843.00	2,893,770.23	4,459,421.00
Grand Total of Funds Collected	681,166.97	783,185.00	3,342,987.53	5,041,695.00

\*Actual Paying Customers (not counting customers with questions or phone calls)

City of Norwich

Finance Department

Quarterly Report on Goals

Fiscal Year 2021-22

Department Goals	DG1						DG2	DG3	DG4
<p>Increase efficiencies and impact by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies.</p>	<p>Implement strategies to reduce costs and increase efficiencies through technology and process review.</p>						<p>Maintain strong community relations through candid communication, professional service, and the implementation of</p>	<p>Provide timely, accurate, and transparent budgets, reports and analysis to stakeholders.</p>	<p>Train personnel to the highest standards while holding them accountable to those standards.</p>
<p>Increase property tax collection rate on current tax levy and aggressively pursue delinquent taxes.</p>	<p>Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.</p>						<p>Providing explanations of finance-related activities</p>	<p>Issue the fiscal year 2020-21 audited financial statements by 11/15/21.</p>	<p>Develop personal development plans for each staff and ensure proper level of professional certifications are achieved through education and training.</p>
<p>Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.</p>	<p>Miscellaneous billing</p>	<p>Reduce # checks by increasing ACH vendor payments</p>	<p>NPS Payroll Process Improvements</p>	<p>American Rescue Plan Act Grant Process</p>					
<p>Percentage of in-person/mail tax receipts divided by total tax receipts</p>	<p>Transition some other billing items to MUNIS AR/GB</p>	<p>Percentage of A/P payments by ACH divided by total A/P payments</p>	<p>Reduced time spent doing NPS Payroll</p>	<p>Narrative</p>					
<p>Strive for continuous decrease</p>	<p>Add four billing items to AR/GB by 6/30/2022</p>	<p>55% of payments by ACH by 6/30/2022</p>	<p>Ongoing</p>	<p>Ongoing</p>					
<p>Q1 Measure</p>	<p>38.48%</p>	<p>48.48%</p>	<p>Ongoing</p>	<p>Ongoing</p>					
<p>Was 33.85% at this time last year. With limited hours in July 2020, many paid taxes by mail and at Peoples United branches who probably returned to pay in-person in July 2021.</p>	<p>Based on the successful tax sale conducted in July 2021, we are looking to do these more frequently.</p>	<p>Was 50.4% at this point last year</p>	<p>Began using data imports to save dozens of hours of data entry for new employees and payroll deduction changes. Assisted in correcting database tables.</p>	<p>Drafted subrecipient agreements for first round of ARPA projects approved.</p>					
<p>Q1 Notes</p>	<p>66.02%</p>	<p>49.57%</p>	<p>Researched items in 2021 NPS payroll to make W-2 and quarterly payroll tax processing work smoothly.</p>	<p>Read through US Treasury reporting guidance and created mail merge for quarterly reporting requests</p>					
<p>Q2 Measure</p>	<p>Was 33.75% at this time last year. See Q1 notes.</p>	<p>Was 50.19% at this point last year</p>	<p>Added some one-off items like billing public works overtime to AR/GB</p>	<p>Added recurring rent revenue to AR/GB</p>					
<p>Q2 Notes</p>	<p>Turnover by both Finance Department and audit firm caused us to file an extension to 1/31/2022</p>	<p>Hired a new Deputy Comptroller who is scheduled to start in February 2022. Began hiring process to replace both Revenue Collection Clerks who were hired in other City offices in December.</p>	<p>Turnover by both Finance Department and audit firm caused us to file an extension to 1/31/2022</p>	<p>POB referendum item passed. Provided monthly status updates to Personnel &amp; Pension Board.</p>					
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# Norwich Fire Department Quarterly Report – Q4

## October 1, 2021 through December 31, 2021

### Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: **685** with the following breakdown: **30** fires, **453** rescue/emergency medical calls, **42** service calls, **160** misc\*. Mutual/automatic aid was given **18** times and received **6** times.

Stations remain closed to the public due to COVID, however we have begun training and meetings with local agencies and partners. In place COVID guidance/procedures are under review for future revisions to reflect recent changes to City policies, as well as consider incorporating current CDC, State and Local Health District guidance.

### Significant incidents:

- 07NOV: Fire at 25 Broadway, the Wauregan. 5th floor apartment fire. Fire was kept in check by the sprinkler system. Crews extinguished remaining fire, secured the sprinkler system, and deployed salvage covers to minimize water damage. Fire is under investigation. Red Cross assisted four occupants that were displaced. No civilian nor FF injuries reported. Damage to the building and contents was not significant.
- 18NOV: Area of Yantic River north of West Side Blvd. Technical rescue of NPU worker who fell approximately 20' from an elevated bridge. Crews worked to safely assess, package and remove the victim. Removal was done via a Stokes basket up the sloped terrain. This would be categorized as a low angle rope rescue. The terrain and slope necessitated the need to use a rope hauling system for safe and effective operations. Patient was transported to the hospital for evaluation of injuries, no firefighter injuries reported.
- 19NOV: W. Main and Thames St. Vehicle struck the American Ambulance building, also striking a structural column. Building was evacuated for a short time to assess structural impact. Crews secured the vehicle and removed it with caution to prevent further damage. No injuries to vehicle occupants, firefighters, nor building occupants.
- 09DEC: 147 Franklin St. Commercial building fire. Crews responded to a fire in an auto repair facility. Fire heavily damaged the contents with moderate damage to the building. Fire is under investigation. Mutual aid was received from Mohegan Tribal FD, and 4 City volunteer departments. No civilian nor FF injuries reported.
- 11DEC: 74 Orchard St. Residential building fire. Crews responded to a fire in a detached garage at a private residence. Upon arrival, there was heavy fire in the garage with fire extending to the main house. NFD crews extinguished the fire, while volunteers provided city coverage. Minor damage to the residence, but the garage and contents were a total loss. Fire is under investigation. No civilian nor firefighter injuries reported.
- 29DEC: North Main and Roath St. Two care MVA with one car into a building. Crews responded to an MVA with one of the vehicles striking and breaching the street facing wall of an auto repair/sales facility at 119 North Main St. Minor injuries to vehicle occupants, no injuries to building occupants nor firefighters reported.
- 29DEC: 78 Prospect St. Residential building fire. Crews responded to a report of a fire in a 2-family residential building fire. Upon arrival, crews found fire in the first floor

kitchen at the rear of the residence with extension to the second floor. While initial fire attack was underway, crews assisted an elderly occupant with evacuation from the second floor. Fire is under investigation. Red Cross assisted seven occupants that were displaced. Mutual aid was received from Mohegan Tribal FD, and all City volunteer departments. One civilian was transported to the hospital for evaluation of smoke inhalation, no firefighter injuries were reported.

### **Fire Marshal Office:**

- Investigated 19 fires: 19 Origin and Cause investigations, 4 Arson investigations. There were 6 vehicle fires, and 13 structure fires.
- Conducted 88 Fire Code Compliance Inspections/re-inspections, 10 Plan Reviews, and 18 consultations.\*
- The Norwich Fire Department is continuing to process the incidence of fire in collaboration with State and Local Police support. Local Police support has been inconsistent lately, unsure if this is related to personnel absences from COVID or other reasons, but we will monitor it and address it as needed.
- COVID 19 remains an issue for inspections, particularly residential inspections as there is a fear of spread from owners, tenants, and staff. One DFM was out of work with COVID after testing positive on 28DEC.
- Recently assigned member to the office successfully completed the State Module on Fire Investigation, and is currently attending the State Module on Code Inspection, as am I. Course is scheduled to be complete end of January 2022.
- 2 DFMs attended the annual International Association of Arson Investigators (IAAI) conference. A 2-day class that covered numerous arson topics and provided 16 hours for each member towards their continuing education credits needed to maintain certification.
- Mark Gilot was promoted to Captain in the Fire Marshal Office. It was my pleasure to appoint Captain Gilot to fill the vacancy created when Captain Jim Roberts retired earlier this year.
- Grant funding for new camera equipment was submitted to the Connecticut Fair Plan. We are awaiting results, should hear something in January.

### **Training Division:**

- Joint Firefighter Assist and Search Team (FAST) training (classroom and practical exercises) completed for all platoons and Mohegan Tribal FD.
- CFA Pump Operations training completed for all 4 platoons.
- Company Operations training completed for all 4 platoons.
- Rope Rescue refresher training now completed for all 4 platoons.
- Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling 3811 man hours of training.\*
- 1 member completed the LNG/LPG Gas Training course at the Massachusetts Fire Academy.
- 1 member completed Fire Service Instructor I course. Part of required training after promotion.
- 1 member completed Fire Officer 1 course. Part of required training after promotion.

\*A complete breakdown is available upon request

- EMT refresher training completed by 4 members
- Assisted American Ambulance with vehicle extrication demo for their EMT students.
- We continue with our district preplanning, attack planning and building review activities as limited by COVID procedures.

### **Apparatus / Equipment update:**

- Squad-A underwent major service in October. While it was out of service, Engine-2 also went out of service. An Engine was borrowed from EGP, then replaced with one borrowed from Yantic. There is a need to formalize a plan for future occurrences.
- The new FM vehicle was placed into service and the 2009 Ford Escape was retired to Fleet Maintenance.
- Final project proposal on the CAD/RMS/FD Radio upgrade project were provided to City Manager. Council approved of the appropriation of ARP funds for the project and a contract was signed by the City Manager with Motorola.

### **Station update:**

- Minor plumbing problems found. Awaiting repair time.
- Taking quotes on repair work needed for shower area of Firefighter quarters.

### **Emergency Management:**

- Completed required Preliminary Disaster Assessments for Hurricane Ida remnants.
- Assisted FEMA and CT DEMHS with completing required reports to apply for a disaster declaration.
- Assisted FEMA with opening 2 Disaster Recovery Centers (DRC), one at Three Rivers College and one at NFD HQ.
- Assisted FEMA with coordinating Disaster Survivor Assistance Teams (DSA) as they did regional site visits and assessments.
- Assisted in stocking additional COVID PPE at the EM building.

Attended, virtually or in person:

- RESP monthly meeting
- Emergency Services Collaboration meetings
- Governor's Statewide calls
- Mayor's legislators calls
- City Public Safety meetings
- City Employee Safety Committee meetings
- Radio project meetings
- City Council meetings
- Assistance to Firefighters Grant workshop and meetings

### **Administration:**

- Met with City Manager and Fire Chiefs on three occasions to discuss ongoing matters relating to operations, communications, and recommendations in the fire study. Meetings have gone well and will continue. There are many challenging topics ahead of us. The

Chiefs have all been given a master street list to work on Automatic Aid Response assignments.

- COVID policy is being reviewed for incorporation of current City mandates, as well as consideration to current CDC, State, Regional and Local recommendations. There have been 3 positive cases in the last 2 weeks of DEC. Two of them are vaccinated and one is unvaccinated.
- We continue to work with Uncas Health District and other agencies to provide the best guidance and resources for our personnel to keep them, their families, and our mission safe.

Respectfully submitted by:

Tracy Montoya

Chief of Department

## Human Resources Department

October 1, 2021 – December 31, 2021

Human Resources is responsible for recruitment • testing • realistic job previews/interviews • pre-employment backgrounds • benefits administration of medical, dental, and life for employees, retirees and outside agencies including Otis Library, Golf and Housing Authorities • FMLA • worker's compensation • safety coordination including annual OSHA 300 reporting • retirement and pension administration • collective bargaining • grievance, mediation, and arbitration coordination and resolution • labor and employee relations • unemployment • contract and Merit System Rules interpretation and administration • Affordable Care Act compliance • ADA compliance • training • performance evaluations • wage rates and step changes • diversity initiatives • payroll certification • participation of numerous City committees • federal and state mandated reporting • drug/alcohol testing • Police Accountability Act Testing.

Description	Number	Description	Number
<b>Recruitment and Testing</b>		<b>Drug/Alcohol/Mental Health Testing</b>	
Requisitions processed	19	CDL monthly random	3
Position announcements	13	Pre-employment (P, S & T)	9
Applications processed	645	Police Accountability Act	0
Applicants tested	121	<b>Workers Compensation/Safety</b>	
Exams administered	12	Claims reviews	1
Realistic job previews/Interviews	56	Claims processed/FRI	75
Lists extended	2	OSHA 300 Filing & Posting	0
Advertisements	10	Disability Wage Statements	23
<b>Employees</b>		<b>Committees</b>	
New hire background checks (P, S & T)	19	Personnel & Pension Board	2
Orientations	6	Volunteer Firefighters Relief Fund	1
Evaluations	25	Safety Committee	2
Step increases	21	Persons with Disabilities	1
FMLA	10	<b>Mandatory Reporting</b>	
Unemployment processing and hearings	7	State - DOL Employment Statistics Report	3
Full Time Permanent Hires	6	State - DOL Multiple Worksite Report	1
Seasonal hires	5	EEO-4 Report	1
Temporary hires	64	Additional Vacation Report to Payroll	1
CDL Physical Recertification's	7	Longevity Bonus Reports to Payroll	2
<b>Benefits Administration</b>		<b>Labor Relations</b>	
Insurance changes processed	24	Contract/pension negotiations/MOUs	5
COBRA elections processed	10	Grievances/mediations/arbitrations/CHRO	9
Voluntary Benefits	22	<b>Training</b>	
Insurance billings	12	Munis BOE payroll Conversion	Ongoing
Insurance waivers	0	CIRMA	7
Open Enrollment	24	Sexual Harassment Prevention Training	9
<b>Pension Administration</b>		Checklists/Procedures	4
Pension processing	36	<b>Record Keeping</b>	
		Organize/Digitize Active Personnel Files	3
		Vaccine Related Issues	438

- Numerous hours spent on • COVID19 related issues including: safety/schedules/ leaves of absences/worker's compensation/government mandates, vaccine testing portal and more • navigating through collective bargaining agreements and Merit System Rules • interpretation • enforcement • collaboration with union representatives to resolve labor matters to avoid grievances • coaching department heads on employee relations matters • prepping for arbitrations, CHRO complaints, unemployment hearings, workplace investigations • resolving insurance issues.

ADULT AND FAMILY SERVICES		JULY	AUG	SEPT	TOTAL Q1	OCT	NOV	DEC	TOTAL Q2	JAN	FEB	MARCH	TOTAL Q3	APRIL	MAY	JUNE	TOTAL Q4
# WALK-INS SEEN		170	128	220	518	131	237	169	537				0				0
# NEW CASES APPLYING FOR ASSISTANCE	charity tracker case report/for_year/total cases	223	229	158	610	35	80	38	153				0				0
# TOTAL CASES ASSISTED		160	157	120	437	121	176	140	437				0				0
# HOUSEHOLDS RECEIVING ASSISTANCE		158	156	119	433	121	174	138	433				0				0
RENT MORTGAGE/ASSISTANCE	cdbg+efsp+rhtsrent+dtime	15	22	15	52	6	12	22	40				0				0
DIVERSION		4	4	2	10	0	7	1	8				0				0
RAPID RE-HOUSING		1	1	1	3	1	0	0	1				0				0
FOOD		1	2	11	14	2	17	13	32				0				0
EMERGENCY RX		4	4	3	11	0	9	9	9				0				0
JOB RELATED INCIDENTALS		1	0	0	1	1	1	2	4				0				0
UTILITY ASSISTANCE		4	24	39	67	22	3	5	30				91				0
GOLDEN WISHES	NHS+Safety Net+Dtime	0	0	0	0	0	1	2	3				0				0
KIDS FUND	RCSC+Safety Net	0	0	0	0	0	0	0	0				0				0
RENTERS REBATE APPLICATIONS COMPLETED		20,050.00			0				0				0				0
KINSHIP RESPITE GRANTS RECEIVED					20,050.00	1,650.00			1,650				-				0
# HOUSEHOLDS DISPLACED DUE TO CONDEMNATION	NUMBER OF FAMILIES ASSISTED	6	4	2	12	6	3	6	15				0				0
ADULTS				5	5	1	3	1	5				0				0
CHILDREN				9	9	1	4	1	6				0				0
% HOUSED				5	5	1	3	1	5				0				0
FARMWAM FUND DOLLARS RECEIVED				40%	40%	100%	75%	75%	2.5				0				0
NUMBER OF WIDOWS ASSISTED				0	0	0	0	0	0				0				0
NORWICH WORKS		0	2	1	3	5	5	7	17				0				0
# PEOPLE SCREENED FOR EMPLOYMENT SERVICES	all people screened for the month	13	13	0	26	0	23	24	47				0				0
# PEOPLE GETTING A JOB	people in and not in training	6	5	0	11	0	2	7	9				0				0
# PEOPLE ENROLLED IN JOB TRAINING		1	1	4	6	0	1	2	3				0				0
% PEOPLE COMPLETED JOB TRAINING	% people COMPLETED JOB TRAINING	10%	34%	0	0.44	0	100%	100%	2				0				0
% PEOPLE GETTING JOB AFTER TRAINING	% people GETTING JOB AFTER TRAINING	0%	10%	0	0.1	0	100%	50%	1.5				0				0
% INCREASE IN WAGES	ave of starting wage vs ave of ending wage	0%	80%	0	0.8	0	50%	73%	100%				0				0
GRANT DOLLARS RECEIVED FOR JOB TRAINING				60,000.00	60,000.00								\$				0
TOTAL GRANT DOLLARS RECEIVED FOR DIVISION				\$46,991.00	\$46,991.00				\$42,525.62				\$0.00				\$0.00



NORWICH RECREATION DEPARTMENT 21-22		July 1, 2021 - September 30, 2021	October 1 - December 31, 2021
Number of program hours		1629	172
Hours reserved for field usage		2141	1171
Number of youth registrations		2864	391
Number of adult registration		209	126
Number of hours reserved on fields/facility		2141	1306
Number of sports leagues using fields/facilities		12	9
Revenue brought in through programming		\$ 69,256.00	\$ 26,921.00
Revenue brought in through sponsorship		\$ 250.00	\$ 2,150.00
Revenue from grant applications		\$ 50,000.00	0
Number of non-duplicated youth participating in activities		N/A	n/a
Special Event/Beach Patrons		5483	1132
Site improvements (narrative)	Jennings football field went through a field expansion to 100 yds. Goal post and light posts moved, fence removed, loam brought it to level field. Fields prepped and lined for the fall sports season. 3-4 fields reseeded, aerated. 155 acres of grass cut weekly. Still seeing increased usage on fields, tracks and parks due to Covid-19. Lights at Ouelett field and Stanton tennis courts repaired. Met with contractors for asphalt and project quotes.	Seeded and aerated fields. Winterized all ball fields and fountains. Leaf pickup at 25 sports fields and facilities, Cut back overgrown brush at several fields and facilities. Installed water fountains, built bleachers, repaired fences. Deep cleaned Rec. building. Work on tennis court specs and ARPA projects.	
Partnerships (narrative)	Partner with NFA basketball clinics and the free backpack programs. Partner with BOE for camp and extensions camp. Partner YFS on events and programs.	Partner and collaborate with BOE, YFS, NFA, Adult Ed. Early Childhood Ed.	

	BOE for free Summer food, Otis Library on Summer Reading	
	<b>Grants Applied for: P, G, D</b>	<b>Grants Applied for: P, G, D</b>
		Completed all year end grant reports
	State of CT Enrichment Grant	
	Swim Grant	
	USTA Tennis	
	<b>Activities to Remember</b>	<b>Activities to Remember</b>
	Again we opened camp during COVID-19 to offer our camp and child care services for the community. We extended hours and weeks due to grant funding. We used grant fund to give out scholarships. We saw higher than typical participants in our different camps and sport programs. We followed all CDC and DPH guidelines and offered a safe, fun COVID-19 free programs to hundreds of kids this summer. We partnered with BOE on their summer enrichment program and extension camp and offered recreational and field trips for kids. We opened Mohegan Park beach, served hundreds of families and kept them safe and cool. We offered swim lessons with wait lists. This fall we are experiencing higher than usual registrations in our sports programs and are opening up new sessions and hiring more instructors to meet the changing community demand.	Ran successful Trunk or Treat event with almost 1,000 people. Wrote Letters to Santa for over 50 youth and had great success, Ran holiday house decorating contest, and halloween costume contest. Successfully ran karate, yoga, tai chi, tumbling classes in the Rec. Hall following all CDC covid guidelines. Successfully ran December vacation camp for parents who needed childcare to stay at work during covid.
	Kindercamp did very well and had waitlists throughout the summer.	Continue to hold tennis committee meetings and collect sponsor dollars for the tennis courts.
	Re-certified lifeguards in Red Cross lifeguarding course	



Youth and Family

10/1/21-12/31/21 2nd Quarter

New Counseling cases	5
New Case Management cases	7
In-school Youth employment	2
Summer youth employment (plus y-r)	8
# of Leadership Initiatives (defined as specific initiatives where leadership skills are being taught & practiced)	1
# of youth who participated in leadership training or events	12
# of volunteers/interns we had complete work with us	14
JRB/FWSN cases	9
Service Inquiries & Referrals	31
# of youth engaged in group programming	130
# of alcohol/drug education/prevention events	12
# of participants in alcohol/drug education/prevention events	104
Summer Jam and Learn	n/a
Hours of case management to low income Norwich families	20
Hours of professional counseling to low income Norwich families	16
Number of youth provided with employment assessment	4
Number of youth provided with employment internships	4

# of meetings staff attended with community collaborative partners	8
Task Force meetings average attendance	40
# of Youth Coalition Meetings average attendance	8
# of NPC Coalition meetings average attendance	10
# of Youth Advisory Board meetings average attendance	8
# of Grandparent Support Groups average attendance	4
Media Coverage related to Substance use prevention	0
Media Coverage related to other YFS programming	2
Multimedia Campaigns Related to Substance use prevention/education	7
Multimedia Campaigns Related other topics	0
Miscellaneous Partnerships Activities related to substance use prevention	0
Miscellaneous Partnerships Activities related to other YFS opportunities	4
# of Care Packages provided to youth and/or families/parents	32
# of basic needs support provided to families	11
Number of participants in a community/parent education (defined as an event in which skills are being taught, information is being disseminated by our agency regarding various topics meant to increase awareness & skills)	1965
Number of participants in a community enrichment event (defined as an event that promotes interaction and engagement with each other and the community – no educational component)	87

Grants Applied for: P, G, D

HCWH 75,000 (G)

SERAC LPC 12,191.55 (G)

Activities to Remember

Elementary/High School Mentoring

Garden Clean Up

Intergenerational Cookie Decorating

## Planning & Neighborhood Services

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Quarterly Report: 10-01-21 through 12-31-21

During the period from October 1, 2021 through December 31, 2021, the Planning and Neighborhood Services Department:

- Continued in-person customer service.
- Continued to encourage electronic permit application submission and online credit card payment process for permits.
- Continued to participate and prepare for conversion to new permit software (OpenGov).
- Received notification in November that the Assistant City Planner passed the American Planning Association national planning exam and received his AICP certification.
- Advertised unsuccessfully for an Assistant Building Official and/or a Building Code Compliance Technician. The P&NS Department is working with the HR Dept. to address this critical staffing need.
- Filled the vacant position of Blight Control & Housing Code Enforcement Officer with a new employee who started in December.
- Filled an Administrative Technician position with an internal candidate when the position became vacant due to the retirement of an employee.
- Collaborated with the City Manager and other department heads on upcoming grant opportunities.
- Reviewed and met with the single potential developer who responded to the RFP for adaptive reuse or redevelopment of the YMCA site which was acquired by foreclosure in July 2021.
- Applied for EPA and State of CT DECD grant funds for brownfield remediation of the YMCA site for adaptive reuse.
- Attended meetings with the Public Works Department the selected project consultant preparing the site plan based on the Master Plan approved for the Uncas Leap project. The heritage park is proposed to be completed utilizing ARPA funds.
- Participated remotely at the following meetings: Mayor's legislative phone calls; Commission on the City Plan; ZBA; Redevelopment Agency; IWWCC; SCCOG Planner's; CVCC Legislative Meetings; United Way New Capacities; GNACC Economic Development Committee Meetings; CCAPA program committee meetings, CAFM Board; and NPU development team meetings.
- Investigated blight, building code, wetlands and zoning complaints and violations and followed through on enforcement actions.
- Met with numerous property owners and developers, both in person and remotely, regarding multiple properties and potential projects throughout the city.
- Participated in on-line conferences and hybrid trainings.
- Assisted municipal boards and commissions with processing and reviews of the following 8 Land Use Applications:
  - Inland Wetlands and Watercourses Conservation Commission 2 Applications ( 2 Regulated Activities, 0 Administrative Upland Review & 0 Non-Jurisdictional Ruling)
  - Commission on the City Plan – 4 Applications ( 0 Subdivision & 3 Special Permit, 1 Site Development Plan (and 1 CAM – Associated with other approvals)
  - Zoning Board of Appeals – 2 Applications ( 2\* Variance ( 2\*\* Approved 0 Denied ) & 0 Appeal of the ZEO) \*One yet to be decided; \*\* One carried over from last quarter
- Received 73 Complaints relative to the following:
  - Blight – 34
  - Housing/Property Maintenance - 22
  - Work without Permit(s) - 4
  - Wetlands - 1
  - Zoning – 12



**CITY OF NORWICH**  
CONNECTICUT  
**POLICE DEPARTMENT**



PATRICK J. DALEY  
Chief of Police



70 THAMES STREET  
NORWICH, CT 06360  
(860) 886-5561

**Quarterly Report October 1, 2021 thru December 31, 2021**

**PATROL DIVISION**



*Patrol Division photograph December 2021*

In the period October 1st, 2021 thru December 31st, 2021 the **Norwich Police Department Patrol Division** handled approximately **12,502** calls for service. Included in these service calls:

- **Arrests Made 159**
- **934 Offense Reports Taken**
- **28 Reported Juvenile and Adult Sexual Offenses**
- **476 Traffic Accidents Investigated**
- **530 Motor Vehicle Stops Initiated**
- **53 Infractions Issued**
- **622 Alarm Responses (Burglary and/or Panic)**
- **5249 Telephone calls into Dispatch**
- **6025 -911 Calls**

28 Juvenile and Adult Sexual Offenses Investigations have kept both Patrol Officers and Detectives very busy. Most of the juvenile reporting is coming into NPD via the Dept. of Children and Family (DCF) and schools. A majority of the juvenile cases appear to be inappropriate smartphone photographs between students

15 Fentanyl related OD's for the last 3 months appear to be higher than previous quarters. Unfortunately 4 residents of Norwich died as a result of their narcotic use. The administration of Narcan by EMS upon arrival kept the OD deaths low but the epidemic continues to plague the city much like the rest of the country.

## **INVESTIGATIONS**

October 26- Units responded to 9 Westwood Park to investigate a reports of "shots fired." Officer Dupointe, first on scene, was fired upon by an armed gunman who exited the woods in ambush fashion. Officer Dupointe's patrol vehicle was struck by rounds as he attempted to protect himself. The suspect fled on foot and was subsequently located at 123 Westwood Park where he was taken into custody without further incident. Luckily Officer Dupointe only suffered minor physical wounds.

November 7- Patrol responded to 120 Norwich Ave to investigate reports of a male shooting a firearm off his porch. Officers set up a perimeter, vacated residents in close proximity, and eventually arrested the male subject.

December 13- Multiple reports of gunfire in Greenville and Taftville. Shell casings were located on the ground in both areas and the investigation is still ongoing.

## **COMMUNITY POLICING**

CPU dedicated time to NFA and other schools. CPU members have played a positive role in juvenile interactions during the school year.

Events for Halloween and Christmas were attended.

## **NORWICH POLICE TRAINING AND SELECTIONS**

Recruit Tyler Pacheco completed his Field Training and will be assigned to the midnight patrol division.

Recruits Scanneli, Pagan, and Micklus completed their POST Academy class and are currently on FTO.

We are not currently full-staffed and are down officers due to attrition, death, and retirement and 6 for the COPS Grant.

With great sadness we lost Lieutenant Josip Peperni who was a 20 year veteran. Josip will be greatly missed as a coworker and friend. Lt. Peperni passed away from Covid-19 in late November.



## **BUDGETARY MATTERS**

The Norwich Police Department has been actively attempting to control costs, maximize efficiencies and eliminate waste. Some control measures undertaken are:

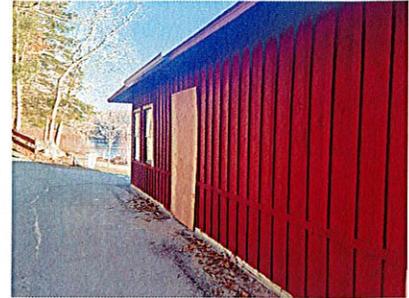
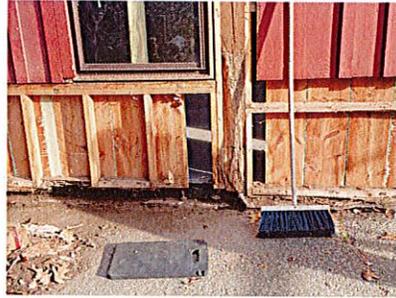
- No unnecessary spending
- Limiting Special Assignments off the Patrol , Administrative, and Detective Divisions
- No paperwork related overtime expenses except when needed by court
- Reduction in Training classes/expenses

Some of the factors beyond our control have caused expenditures faster than the anticipated rate. They are:

- Several officers/supervisors out on Workers Compensation for work related injuries
- Major crime investigations and staffing.

## Public Works

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### Mission

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Protect the safety, property and well-being of all Norwich citizens and businesses through the maintenance and preservation of the city's assets and infrastructure, including roads, bridges, buildings, parks, cemeteries, solid waste facilities and automotive equipment.

### Accomplishments from October 1, 2021 to December 31, 2021

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- Milled, prepped, and paved Barron Avenue, Cliff Street Extension, and Freeman Avenue in house.
- Finished repainting stop bars and crosswalks throughout the city. As well as restriping 3 lots leased by Art Space.
- Roadside cutting of trees and brush, including support for road paving.
- Crack filled around the roundabout before paving, with PW crew at a savings of \$5,000.
- Replaced 240' of 18" pipe on Scotland Rd. For a savings of approximately \$60,000 compared to Contractor's price.
- Replaced 150' of 15" pipe on Yantic Rd.
- Performed seasonal maintenance such as mowing parks and cemeteries.
- Finished installing outside wash bay, installed concrete pad and steps, and paved 2 new ramps.
- Repaired major structural damage to the Lakeside Pavilion, as well as repainting the exterior to ensure it's ready for rentals in the spring, (see pictures above).
- Replaced the roof on the Group Pavilion.
- Completed annual bagged leaf pick up.
- Installed 120' of granite curbing to minimize damage from storm water runoff on Coit Lane.
- Sealed the recently repainted City of Norwich mural at the Police Department in order to extend the life.
- Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4), including cleaning over 1200 catch basins, and sweeping the streets.
- Performed Fleet Preventative Maintenance, servicing of over 115 vehicles.
- Finished the engine rebuild of N.F.D Squad A after 13,000 hours of use.
- Prepared 25 Plow units for the Snow season.
- Replaced the engine cylinder head on Taftville Fire's Engine #22.
- Prepared 12 walk behind snow-blowers for the season.
- Oversaw the purchase and preparation of a new Fire Marshal vehicle.
- Installed new ductless air conditioning units in the City Clerk's office.
- Replaced carpeting in the Human Resource office.

### 2021 Construction Season Project Status

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- Completed the 2021 Pavement Program with the paving of streets in the vicinity of West Main and Asylum Streets.
- Completed the stabilization of the Uncas Leap Granite Mill building.
- Began Dunham Street Reconstruction project with tree clearing and drainage work by American Industries, construction will resume this spring.
- Repaired retaining wall on Orchard Street
- Sherman Street Bridge project put out to bid in December.

**LEAD HAZARD CONTROL PROGRAM**

	<b>Quarterly Progress</b>	<b>Quarterly Funds Expended</b>	<b>Cumulative</b>
Completed/Cleared	4		26
Funds Expended *Inc Healthy Homes	\$235,085	\$50,805	\$285,890
Number of Units in Progress or Under Contract		-	

**Comments:**

- The City has the entire program covered under Tier 1 Environmental Review for the programs overall CDBG Program. Each individual project is reviewed under Appendix 1.
- Due to COVID we have experienced a significant decline in applications and outreach events.
- Webinars attended with HUD for lead grant

**COMMUNITY DEVELOPMENT BLOCK GRANT**

	<b>Quarterly Progress</b>	<b>Quarterly Funds Expended</b>	<b>Cumulative (Actual)</b>
Units Completed/Cleared	6		35
Funds Expended	\$33,609.92	38,382.97	\$71,992.89
Number of Units in Progress or Under Contract	8		
<b>TIMELINESS</b>	<b>TOTAL TO MEET TEST</b>	<b>Quarterly Funds Expended</b>	<b>Need to Expend</b>
Funds to expend by July 3, 2022		<b>MUST EXPEND 0</b>	

**REVOLVING LOAN EXPENDITURES**

QUARTERLY REPORT OCTOBER 1, 2021 0 12/30/21 CDBG FISCAL REPORTING YEAR

Revolving Loan funds were completely drawn down this past quarter \$ 0

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**Comments:**

- Have attended numerous on-line trainings and meetings with HUD Office of Lead Hazard Control; HUD CPD Hartford; NCDCA – numerous CARES Act trainings/webinars; HUD environmental trainings; Lead Safe trainings
- CAPER submitted
- Rehab Review Meetings
- Awarded Small Business grants
- ARP meetings



## **Otis Report for the Second Quarter, fiscal year 2021-2022**

The reintroduction of on-site meetings and programs started in September continued into October, albeit with reduced capacities. Both the meeting room and community room are available to qualified organizations. Staff members are once again providing outreach services to area childcare and daycare facilities and home deliveries of materials continues to thrive. There are 21 recipients of home services and between 39-41 deliveries per month with 140-150 items delivered per month. As with onsite visitation masks and social distancing are required and remain a prerequisite for programming.

Literacy Volunteer ESOL conversation group registration was completed in mid-September and conversation groups began meeting in early October. We have established daily office hours and further expansion of meeting times is under consideration. Our “live” citizenship class collaboration with Norwich Adult Education, is set to resume in January 2022. We also met with representatives from the Three Rivers Community College ESOL program on October 19 to discuss the possibilities for introducing a series of classes for students in their nursing and medical assistance programs.

In partnership with the Connecticut Bar Association and local attorneys October witnessed the introduction of a new program “Lawyers in Libraries.” Cases covered may include immigration law, family law, consumer rights, personal injury, or a landlord/tenant conflict. The public can sign up to meet with a volunteer attorney for 20 minutes regarding their case. Attorneys are at the Library on the 4<sup>th</sup> Wednesday of each month from 4-6 pm.

The Friends of Otis Library signature book sale returned on October 15-17 and after a year’s absence was a great success, raising almost \$6,000 for the library. Among the noteworthy

anecdotes collected were reports of book dealers from as far afield as New Jersey and Massachusetts queuing at the door before opening. Funds raised from the event will support special projects and needs outside our regular operating expenses.

In late October Otis Library was renewed as a passport application acceptance center. This is an annual renewal process that involves online classes and a final examination. Otis has offered this service to the public since 2008.

Our new patron service, **Hoopla** was officially launched on November 1. This allows access to nearly nine hundred thousand titles across **6 formats**: Audiobooks, eBooks, Comics/Graphic Novels, Movies, Television, and Music. Hoopla allows patrons to stream or download any title for free with a valid Otis library card.

For the first time since 2019 Otis Library hosted a live O'tis a Festival, which attracted over 800 visitors. While we were encouraged by the results of O'tis staff, closely follows the rates of hospitalizations and infections, and continues to mandate masks at the library.

In November we received confirmation that Otis will receive \$40,848 through the Neighborhood Assistance Act (NAA) program to support the second phase of our energy conservation project. This was made possible through the generosity of Norwich Public Utilities. This is the second successful NAA application NPU has filed on behalf of Otis during the last 3 years and will allow us to complete the upgrades to our HVAC system.

As a result of tropical storm Ida and subsequent flooding in the library basement it was necessary to install a system of pipes beneath the floor and perform other remedial work to prevent future problems. This work was completed during November and has proven its efficacy during several heavy rains.

In December Otis filled a critical staff position, Young Adult Librarian. Meghan Estey has accepted the job. She has her MLIS from Simmons and has experience as an ESL and special education teacher. She will be starting with us on Monday, January 3.

As the second quarter progressed the library's original analog phone system, dating from 2006-2007 became more problematic and erratic. Concurrent with the library's resumption of a regular 46-hour schedule in the fall of 2021 the analog system experienced multiple service interruptions requiring more frequent maintenance. At one juncture, the entire system unexpectedly failed, eliminating voice communications for a period of several days and compromising the public's access to our programs and services. A new VOIP system became operational in December 2021 and the communications essential to ensuring the public's access to timely information are now secure.

Otis Library served the public with remote programs, services and home deliveries even during the depths of the pandemic. In December progress made in restoring on site programs and services slowed with the advent of the latest surge in infections. Masks, social distancing and a daily cleaning regimen remain obligatory and audience size for programs carefully monitored. Nonetheless, prudence dictates that large audience programs, e.g. those likely to attract over 20 people, be temporarily suspended through the third week in January. For "hands on" activities audience size will also be reduced to enhance proper distancing. Outreach activities are also temporarily suspended. Otis is one among several libraries in the LION consortium that have enacted similar temporary, precautionary measures.